

TENNESSEE REGULATORY AUTHORITY

Deborah Taylor Tate, Chairman
Pat Miller, Director
Sara Kyle, Director
Ron Jones, Director



460 James Robertson Parkway
Nashville, Tennessee 37243-0505

January 21, 2004

Memphis Shelby County Public Library and Information Center
LINC Department
Ron Reid, Senior Agency Manager
3030 Poplar Avenue
Memphis, Tennessee 38111
RE: Petition for 2-1-1 designation (Docket No 04-00008)

Dear Mr. Reid:

To assist the Authority in its review of The Memphis Shelby County Public Library & Information Center's ("Library") Petition to Designate 211 Service for Information & Referral services in Memphis, Tennessee, you are requested to provide the following information:

1. Please provide Financial Statements including Balance Sheet, Income Statement and Statement of Cash Flow for the Memphis Shelby County Public Library & Information Center
2. Please explain the responsibilities of the LINC Department of the Library
3. Please provide a detailed listing of the services and specific organization referrals provided by the Library's LINC Department.
4. Please expand on the Memphis Shelby County Public Library & Information Center's overall ability (technical and otherwise) and willingness to provide service on a permanent and continuous basis. Please explain how and when assistance will be provided to consumers using the 211 number for information and referral services. Will consumers have access to the 211 number 24 hours a day, 7 days a week? If not, will there be a back up center the number can roll to prior to the petitioner providing the assistance on a full time basis and when will the 211 number be available 24 hours a day, 7 days a week?
5. What are the responsibilities of Memphis's Crisis Center? What number reaches the Crisis Center? How will the Crisis Center participate in servicing the 211 abbreviated dialing code?
6. If this petition is granted is there expectation that all cellular end users will be able to dial 211 and reach your service?
7. If this petition is granted do you anticipate that the TRA's decision would require wireless providers to enable 211 dialing to your service?

Please provide the supporting documentation by February 2, 2004. If you have any questions concerning this request or need additional information, please call Patsy Fulton at 615-741-2904 ext. 193.

Sincerely,

A handwritten signature in black ink, appearing to read "Joe Werner". The signature is stylized with a large, sweeping initial "J" and a cursive "W".

Joe Werner

Telecommunications Chief